

## **Michigan Campaign Finance Electronic Filing Password Assignment Online: Frequently Asked Questions (FAQ's)**

### **How many active passwords can each committee have?**

Each committee can have one active password. The most recently issued password is the active password. To avoid confusion, committee members should share the password with other members that may be filing for the committee.

### **How often can the committee change its password?**

A committee can request a new password once per day. A confirmation postcard will be sent to the committee at the committee mailing address. The password will not appear on the postcard.

### **How is the password changed?**

The password is changed one of two ways: 1) the committee accesses and completes the password application or 2) a committee member completes the on line training quiz.

### **Why do I have to enter my email address twice?**

Entering your email address twice provides for a more accurate email. Since this is the way you will receive your password, it is imperative that the address you provide is accurate.

### **Why did the email with my password take so long to arrive?**

Emails are sent from the Bureau of Elections almost instantaneously once you have completed the on-line training or completed the application process. Just like other emails, it must be routed to you and any issues that it may encounter when being transmitted applies. You may wish to contact your provider to see if there are any issues that can be addressed with receiving timely emails.

### **Does the Treasurer's Name have to be an exact match to what is on file with the Bureau of Elections?**

Yes, the Treasurer's Name entered into the application must be an exact match to what is entered in the Bureau of Elections System. There are no special characters such as apostrophes entered into the Bureau of Elections system. If after several attempts to enter the treasurer's name, you are still not able to complete the process, please contact the Bureau of Elections at 517-373-2540.

### **Why didn't my email get delivered to the address I specified?**

There are a number of reasons that you may not have received our email. Emails are sent from the Bureau of Elections almost instantaneously once you have completed the on-line training or completed the application process. Just like other emails, it must be routed to you and any issues that it may encounter when being transmitted applies. 1) As a service to you, some email providers block emails. You may wish to contact your provider to see if there are any issues that can be addressed with receiving timely emails from this application. 2) Some emails are sent to your Spam folder by your Spam software. It is a good practice to check your Spam folder when emails do not arrive. 3) Some emails are not delivered, as they have not been addressed correctly. It is important to double-check your email address to make sure it was entered correctly.

### **Is the same password used for filing Campaign Statements and other reports like Late Contribution Reports?**

Yes. The same application is used to issue passwords for filing Campaign Statements via MERTS Plus or some other vendor approved software and the e-IDR program used to file reports like the Late Contribution Reports.

### **Why is a postcard sent after I request a new password online?**

The postcard is sent to provide you with an added level of security. If you have recently been issued a new password, the postcard can be ignored. However, if you believe that someone other than a member of the committee changed the password, please contact the Bureau of Elections immediately at 517-373-2540.

### **Who do I contact if I am having trouble with the online password application?**

If you are not able to complete the password application, contact the MERTS Plus Helpdesk at [mertstechsupport@nicusa.com](mailto:mertstechsupport@nicusa.com) or 703-749-4642.